NEWS RELEASE

Chief Information Officer Awards Exemplify Best Practices in Technology

Gov. Olene Walker today recognized the state's 2004 Governor's Chief Information Officer Award winners for outstanding accomplishments in e-government initiatives by state agencies, local government agencies and private sector partners. These information technology projects exemplify best practices in the design and implementation of customer-focused information technology services and business solutions.

"We are 'Working Smarter' by continuing to transform government services to 24/7 e-government for citizens and businesses," said Walker. "We are using technology to make government more accessible and convenient for citizens, and we are also making it easier and more efficient for businesses to work with government."

These services and many more can be accessed from the state's homepage, www.utah.gov; these include many online services for citizens and businesses, as well as hundreds of government information resources.

This year's Chief Information Officer Award winners follow below, by category.

• 	Digital Democracy: Office of Legislative Research and General Council - Online Tracking of Legislation

During the 2004 legislative session, 693 bills and resolutions were drafted, amended, substituted and voted on. Tracking the progress and changes of proposed legislation can be overwhelming. The online tracking application made that a more manageable task for everyone.

• 	Customizing Payment Services for Businesses and Citizens: Utah Tax Commission - TaxExpress and PaymentExpress

For individuals filing their Utah income tax, TaxExpress is one of the easiest ways available, and it is absolutely free. In 2003, the service was expanded to allow more taxpayers to use this convenient service. About half of those who have to file a state income tax return qualify to use TaxExpress. Refunds through the TaxExpress system usually arrive in days, rather than weeks. But, TaxExpress isn't just for refund returns. Citizens can use TaxExpress even if they owe taxes by choosing the payment method that works best for them.

For other tax payments, the Utah Tax Commission provides PaymentExpress, which allows Utahns to pay taxes online in four steps. Taxpayers can pay tax liabilities from a variety of payment documents such as returns, billing notices and payment agreements; there are 26 types of taxes that can be paid. Utah is one of only a few states that offer this service. These online services are available at any time for the convenience of the taxpayer, and have provided the core for the statewide payment portal.

• 	Public/Private Partnership to Increase Access to Government: Information Technology Services, Dept. of Administrative Services and Utah Interactive, Inc. - 24/7 Live Online Help and Utah.gov

Utah raised the bar among states by providing 24/7 live online help on Utah.gov, the state's Web site. This service was achieved through collaboration among professionals from Information Technology Services, Department of Administrative Services and Utah Interactive, Inc., Utah's partner in Web application development. Because of features like 24/7 live help and a redesign of Utah.gov, Utah was awarded first place in Best of Web by the Center for Digital Government. Utah.gov provides easy access and easy navigation to services and information from state agencies.

• 	Outstanding Customer Service: Office of Vital Records and Statistics, Department of Health - Secure Internet Link for Vital Records (SILVER)

Citizens can go online to order a certified copy of vital records of birth, death, marriage or divorce using the services provided by the Office of Vital Records and Statistics. The order is made across a secure connection to protect required information. This online service is not only convenient, but it also saves time; customers receive their order in two days rather than two weeks.

• 	Outstanding Online Application for Service to Business: Division of Corporations and Commercial Code, Dept. of Commerce - Online Uniform Commercial Code Filing

The Utah Division of Corporation and Commercial Code is a filing office for Utah's business and financial community. UCC filing online ensures proper recording of debtors, secured parties, and collateral description in "real time." Secured parties can enter the information directly into the database anytime they want.

- Leveraging a National Solution: Division of Parks and Recreation, Dept. of Natural Resources - Online Reservation System

Utahns can now make camping reservations for state parks online. Interactive maps allow customers to select parks and campsites easily, any time of day. The Dept. of Natural Resources partnered with ReserveAmerica to leverage an already developed national application to include Utah State Parks.

- Technology in Communications: Department of Public Safety - Amber Alert System

Amber Alert is a warning system for child abduction cases. Through the Amber Alert, instant notification can be sent to law enforcement agencies statewide as well as other state agencies, the media, vendors providing notification to their own groups, and to individuals requesting notification. Once an alert is sent, it is also posted on Utah Department of Transportation automated highway signs and private automated signs. The alert is distributed by a variety of means - pagers, cell phone, email, computers in police vehicles, etc.

- Government Goes eBay: Division of Fleet and Surplus Services, Dept. of Administrative Services - Online Auction

The state encourages the reuse of property it no longer needs through surplus sales. To increase convenience and access to potential buyers, the Division of Fleet and Surplus Services has rolled out an online auction for surplus items. The online auction provides access to surplus items well beyond the regular 8 to 5 hours of the Draper location.

- Outstanding Online Application - Doing Business with Government:
Department of Transportation - Electronic Bid System for Contractors

The Department of Transportation's Electronic Bid System provides access to bid details online, allowing contractors to use free UDOT-developed software for bid preparation and online submission. Benefits realized for both contractors and the state exemplify the performance possible using technology. For example, UDOT realized a time savings of 100 percent in entering bids and reductions in data entry error and discrepancies, and a time savings of 95 percent for UDOT staff analysis of bid results. Contractor benefits include online access to bid information, software for bid submission with internal checks to reduce omissions and errors, and updating of their submissions.

Three enterprise projects were also recognized this year. Enterprise projects represent collaborative efforts of multiple agencies and organizations that share a common goal to improve access and delivery of government services.

- Outstanding Enterprise Initiative for Services for Citizens: Department of Workforce Services, Department of Health, Department of Human Services, eREP Project Team, and Information and Referral Centers - Utah Cares

Utah Cares is an online directory of health and human services available in Utah. The service is a free, confidential screening and referral tool that provides a pathway for citizens to access state and community services, which can assist them in meeting supportive service needs. Utah Cares empowers those in need by giving them a tool that assists them in identifying needs and potential service providers employing an easy-to-use question and answer format.

- Outstanding Enterprise Initiative for New Businesses: Department of Workforce Services, Department of Commerce, Tax Commission, Salt Lake City, Sandy City, Provo City and Logan City - One-Stop Business Registration

One-Stop Business Registration has dramatically streamlined the process of getting a new business started. This cross-agency partnership involving multiple local, federal and state agencies allows a prospective new business to register and receive the necessary licenses, approvals and ID numbers from one convenient 24/7 online government service location.

- Outstanding Enterprise Initiative for Business: Department of Community and Economic Development, Department of Commerce, Utah Interactive, Inc., Dept of Workforce Service, Tax Commission, Department of Administrative Services, Small Business Administration and Small Business Development Center - Web portal Business.utah.gov

Business.utah.gov is the one-stop resource for Utah businesses to find solutions for all phases of their organization's life cycles. Whether starting a business, running a business, relocating or closing a business, business.utah.gov is the online place to go for in-depth knowledge in support of Utah's business community.